

# The power to make child care payments is in your hands

## Here's how it works:

Every month, your state child care **subsidy gets loaded onto your MyWICildCare EBT card**, so you can pay your child care provider directly. You'll be able to **choose the right payment option for you**: in person, online, even over the phone.\* And MyWICildCare cards only work for making child care payments, so you don't have to worry about financial mix-ups.

Best of all, when you are directly responsible for your own child care payments, you can **see the complete financial picture**: the total cost of your child care, the amount of state support you receive, and any additional money you may owe your provider. That's a good thing. Because the more you know, the better your child care decisions can be.

\*Payment options vary. Talk to your child care provider for more information.



## About Wisconsin Shares

Each month, Wisconsin Shares helps about 27,000 low income families pay for child care services so they can go to work or school knowing their children are in safe, nurturing settings.

To learn more about Wisconsin Shares, visit [wishares.wisconsin.gov](http://wishares.wisconsin.gov)

To find quality child care in your community, visit [childcarefinder.wisconsin.gov](http://childcarefinder.wisconsin.gov)

## Need help?

For easy-to-use tools and 24/7 access to your MyWICildCare account and payment information, visit [ebtedge.com](http://ebtedge.com)

To talk to a friendly MyWICildCare customer service representative, call **1-877-201-7601**



The Wisconsin Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 422-6080 or 711 for TTY. For civil rights questions call (608) 442-6889 or 711 (TTY).



Improving the way  
**your family**  
pays for child care



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

DCF-P-5099 (R.5/2017)



## Using Your Card

Using your card is simple and easy.

### Get Started

When your card arrives automatically in the mail, activate your account:

- Look for the instructions that come with your card.
- Call **1-877-201-7601** or visit **ebtedge.com** to set up your account.
- Set a Personal Identification Number (PIN) you can remember—and don't share it with anyone else.
- Make payments with 24/7 access.

### Get Help

Free, helpful support for your MyWICChildCare card is always within reach:

Visit **ebtedge.com** for easy-to-use tools and 24/7 access to your MyWICChildCare account and payment information.

Call **1-877-201-7601** to talk to MyWICChildCare customer service. They can help you:

- Activate your card
- Replace a lost, stolen, or damaged card
- Create or change your PIN
- Check your child care subsidy balance

Have a question about your child care subsidy? Contact your local child care agency.

### Good Habits

These tips may help you keep payments simple and secure:

- Ask for a copy of your child care provider's price sheet.
- Know the cost of care for each of your children, before and after your subsidy is applied. Talk about any additional costs you may be responsible for with your provider.
- Understand your provider's payment policies, including payment schedules, deadlines, grace periods, and late fees.
- Find out about your payment options, like paying online, in person, or over the phone.
- Keep the receipt for every child care payment you make.
- Don't share MyWICChildCare card information, like your account balance or PIN, with anyone.
- Never let anyone else use your MyWICChildCare card.

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## Managing Your Subsidy

**When you understand how your Wisconsin Shares child care subsidy works, you can help your family get the support they need.**

### Monthly Balance

As long as you're authorized to receive Wisconsin Shares child care subsidies, they will be deposited onto your MyWICChildCare card each month. Know the details:

- Subsidies for a month of child care are usually available on the first day of the month.
- Unused subsidies rollover to the next month's balance. Subsidies that aren't used within 90 days of their issue date will be removed from your card.

### Payment Problems

Have a billing question or concern? Always talk to your provider to solve any payment errors or disagreements. **DCF and your local child care agency will not resolve payment disagreements between families and providers.**

### Changing Providers

MyWICChildCare cards pay one specific provider at a time. If you need to change providers, you must contact your local child care agency:

- **Ahead of time**, so they can help you plan for any changes to your child care subsidy
- **One full month** before you switch child care providers
- **Immediately**, if your child stops attending your current provider or a last-minute change in providers occurs

### When Things Change

Notify your local child care agency **within 10 days of any change** that may affect your subsidy, including:

- A new home address
- A change in income
- A change in the size of your household